

ABSTRACT

Method For Involving Functions of An Automatic Call Distribution System Into An Interactive Voice Answering System

A method for incorporating functions of an automatic call distribution system into an interactive voice answering system wherein the interactive voice response system coupled to an automatic call distribution system is influenced by a communication terminal equipment such that a request for reserving an available agent to the automatic call distribution system is communicated. Given the reservation of a requested agent, the allocated communication system is influenced such that the communication terminal equipment is transferred to the reserved agent communication terminal equipment.